

## CLAIMS

What is claimed is:

- 1    1.    A method for testing an emergency response service, the method comprising the  
2        computer-implemented steps of:  
3        registering, with the emergency response service, a first agent as a first endpoint, a  
4                second agent as a second endpoint, and a test location;  
5        mapping a public emergency line to the test location;  
6        initiating a call to the public emergency line from the phone; and  
7        determining whether the call was properly routed by the emergency response service  
8                to the first agent.
- 1    2.    The method of claim 1, wherein the step of registering comprises registering the first  
2        agent as a Public Safety Answering Point (PSAP) endpoint.
- 1    3.    The method of claim 1, wherein the step of registering comprises registering the test  
2        location as an emergency response location (ERL) with the emergency response  
3        service.
- 1    4.    The method of claim 3, wherein the step of registering comprises:  
2        configuring the ERL to route calls that are initiated to the public emergency line to  
3                the first agent as a Public Safety Answering Point (PSAP) endpoint; and  
4        wherein the step of determining whether the call was properly routed includes  
5                determining whether the call was routed by the ERL to the first agent as the  
6                PSAP endpoint.

1     5.     The method of claim 4, further comprising the computer-implemented steps of:  
2             configuring the ERL to route calls that are initiated to the public emergency line to a  
3             third agent as an On Site Alert Number (OSAN) endpoint; and  
4             determining whether the call was properly routed by the emergency response service  
5             to the third agent.

1     6.     The method of claim 3, further comprising the computer-implemented steps of:  
2             configuring the ERL to route calls that are initiated to the public emergency line to a  
3             third agent as an On Site Alert Number (OSAN) endpoint; and  
4             determining whether the call was properly routed by the emergency response service  
5             to the third agent.

1     7.     The method of claim 1, further comprising the computer-implemented steps of:  
2             registering, with the emergency response service, a third agent as an On Site Alert  
3             Number (OSAN) endpoint; and  
4             determining whether the call was properly routed by the emergency response service  
5             to the third agent.

1     8.     The method of claim 1, wherein the step of determining whether the call was properly  
2             routed by the emergency response service includes determining whether the call was  
3             properly routed at least in part through a Voice-Over-Internet-Protocol (VOIP)  
4             network.

1     9.     The method of claim 1, wherein the steps of initiating and determining include  
2             initiating and determining automatically and periodically.

1     10.     A method for testing a gateway that is coupled to a public-switched telephone  
2             network and that is associated with an emergency response service, the method  
3             comprising the computer-implemented steps of:  
4             registering, with the emergency response service, a first agent as an endpoint, a phone  
5                     as a Public Safety Answering Point (PSAP) endpoint, and a test location;  
6             configuring the phone to answer incoming calls with a voice mail system;  
7             mapping a public emergency line to the test location;  
8             initiating a call to the public emergency line from the first agent; and  
9             by accessing the voice mail system, determining whether the call was routed by the  
10             gateway through the public-switched telephone network to the phone as the  
11             PSAP.

1     11.     The method of claim 10, wherein the steps of initiating and determining include  
2             initiating and determining automatically and periodically.

1     12.     A computer-readable medium carrying one or more sequences of instructions for  
2             testing an emergency response service, which instructions, when executed by one or  
3             more processors, cause the one or more processors to carry out the steps of:  
4             registering, with the emergency response service, a first agent as a first endpoint, a  
5                     second agent as a second endpoint, and a test location;  
6             mapping a public emergency line to the test location;  
7             initiating a call to the public emergency line from the phone; and  
8             determining whether the call was properly routed by the emergency response service  
9             to the first agent.

1     13.     The computer-readable medium of claim 12, wherein the step of registering  
2             comprises registering the first agent as a Public Safety Answering Point (PSAP)  
3             endpoint.

1     14.     The computer-readable medium of claim 12, wherein the step of registering  
2             comprises registering the test location as an emergency response location (ERL) with  
3             the emergency response service.

1     15.     The computer-readable medium of claim 14, wherein the step of registering  
2             comprises:  
3             configuring the ERL to route calls that are initiated to the public emergency line to  
4                     the first agent as a Public Safety Answering Point (PSAP) endpoint; and  
5             wherein the step of determining whether the call was properly routed includes  
6                     determining whether the call was routed by the ERL to the first agent as the  
7                     PSAP endpoint.

1     16.     The computer-readable medium of claim 15, wherein the instructions cause the one or  
2             more processors to carry out the further steps of:  
3             configuring the ERL to route calls that are initiated to the public emergency line to a  
4                     third agent as an On Site Alert Number (OSAN) endpoint; and  
5             determining whether the call was properly routed by the emergency response service  
6                     to the third agent.

1     17.     The computer-readable medium of claim 15, wherein the instructions cause the one or  
2             more processors to carry out the further steps of:

3 configuring the ERL to route calls that are initiated to the public emergency line to a  
4 third agent as an On Site Alert Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 18. The computer-readable medium of claim 12, wherein the instructions cause the one or  
2 more processors to carry out the further steps of:  
3 registering, with the emergency response service, a third agent as an On Site Alert  
4 Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 19. The computer-readable medium of claim 12, wherein the step of determining whether  
2 the call was properly routed by the emergency response service includes determining  
3 whether the call was properly routed at least in part through a Voice-Over-Internet-  
4 Protocol (VOIP) network.

1 20. The computer-readable medium of claim 12, wherein the steps of initiating and  
2 determining include initiating and determining automatically and periodically.

1 21. A computer-readable medium carrying one or more sequences of instructions for  
2 testing a gateway that is coupled to a public-switched telephone network and that is  
3 associated with an emergency response service, which instructions, when executed by  
4 one or more processors, cause the one or more processors to carry out the steps of:  
5 registering, with the emergency response service, a first agent as an endpoint, a phone  
6 as a Public Safety Answering Point (PSAP) endpoint, and a test location;

7 configuring the phone to answer incoming calls with a voice mail system;  
8 mapping a public emergency line to the test location;  
9 initiating a call to the public emergency line from the first agent; and  
10 by accessing the voice mail system, determining whether the call was routed by the  
11 gateway through the public-switched telephone network to the phone as the  
12 PSAP.

1 22. The computer-readable medium of claim 21, wherein the instructions cause the  
2 processors to automatically and periodically carry out the steps of initiating and  
3 determining.

1 23. A system for testing an emergency response service, the system comprising:  
2 means for registering, with the emergency response service, a first agent as a first  
3 endpoint, a second agent as a second endpoint, and a test location;  
4 means for mapping a public emergency line to the test location;  
5 means for initiating a call to the public emergency line from the phone; and  
6 means for determining whether the call was properly routed by the emergency  
7 response service to the first agent.

1 24. A system for testing a gateway that is coupled to a public-switched telephone network  
2 and that is associated with an emergency response service, the system comprising:  
3 means for registering, with the emergency response service, a first agent as an  
4 endpoint, a phone as a Public Safety Answering Point (PSAP) endpoint, and a  
5 test location;  
6 means for configuring the phone to answer incoming calls with a voice mail system;

7 means for mapping a public emergency line to the test location;  
8 means for initiating a call to the public emergency line from the first agent; and  
9 means for determining, by accessing the voice mail system, whether the call was  
10 routed by the gateway through the public-switched telephone network to the  
11 phone as the PSAP.

1 25. A system that can test an emergency response service, the system comprising:  
2 a network interface;  
3 a processor coupled to the network interface and receiving messages from a network  
4 through the network interface;  
5 a computer-readable medium comprising one or more stored sequences of  
6 instructions which, when executed by the processor, cause the processor to  
7 carry out the steps of:  
8 registering, with the emergency response service, a first agent as a first  
9 endpoint, a second agent as a second endpoint, and a test location;  
10 mapping a public emergency line to the test location;  
11 initiating a call to the public emergency line from the phone; and  
12 determining whether the call was properly routed by the emergency response  
13 service to the first agent.

1 26. A system that can test a gateway that is coupled to a public-switched telephone  
2 network and that is associated with an emergency response service, the system  
3 comprising:  
4 a network interface;

5 a processor coupled to the network interface and receiving messages from a network  
6 through the network interface;  
7 a computer-readable medium comprising one or more stored sequences of  
8 instructions which, when executed by the processor, cause the processor to  
9 carry out the steps of:  
10 registering, with the emergency response service, a first agent as an endpoint,  
11 a phone as a Public Safety Answering Point (PSAP) endpoint, and a  
12 test location;  
13 configuring the phone to answer incoming calls with a voice mail system;  
14 mapping a public emergency line to the test location;  
15 initiating a call to the public emergency line from the first agent; and  
16 by accessing the voice mail system, determining whether the call was routed  
17 by the gateway through the public-switched telephone network to the  
18 phone as the PSAP.